



## CITY SNIPPETS

Information. Well Crafted.

### NEW, IMPROVED ONLINE PAYMENT SYSTEM

The City of Hickory recently implemented a more secure, convenient, and user-friendly online payment system for its customers. The new and improved interface by Paymentus provides numerous benefits to customers, enabling them to pay their utility bills faster, easier, and more conveniently and securely.

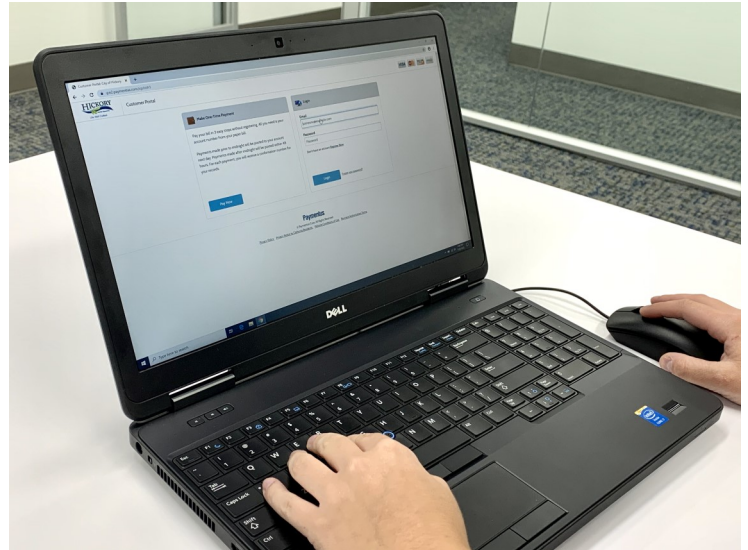
The new features include an improved user experience, a "Pay Now" feature that allows for quick payment without having to register an account, and registered account enhancements, including view and pay multiple accounts at once, view payment history and consumption information, and view past billing statements. The new system will also enable City of Hickory customers to easily save payment information, sign up for paperless billing with email reminders, and schedule automatic payments from a checking account or credit card.

Additionally, the City launched a new automated phone payment system with an easy-to-use call flow and features such as quick account balance review and payment with a credit card, debit card, or eCheck.

Paymentus currently accepts Visa, MasterCard, Discover, and electronic checks for the payment of utility billings, including charges for water, sewer, solid waste fees, and commercial waste billings.

In the future, the Paymentus system will also accept payments for fire and life safety inspection and permitting fees.

"We are excited about these changes to our online payment system and they reflect our continual commitment to providing a superior customer service experience," said Hickory City Manager Warren



Wood. "We recognize that customers want flexibility, accessibility, convenience, and a user-friendly experience without sacrificing security. We believe these new features deliver them."

For more information about the new payment system, or assistance with setting up a new account, please call (828) 323-7424.

### REMINDER FOR RESIDENTIAL UTILITY CUSTOMERS

Governor Roy Cooper's Executive Order 142, which regulated billing assistance for residential utility service, expired at the end of July.

Hickory residential utility customers are responsible for paying for all usage and any balances accumulated during the period covered by the executive order.

Those who need to do so may set up a payment arrangement plan by contacting the Collections Division at (828) 323-7424.

ADDRESS

76 North Center Street

WEBSITE

HickoryNC.gov

PHONE

828.323.7400

ISSUE

August 2020

## HICKORY CITY COUNCIL

Tuesday, September 1 & 15  
7 p.m.

Julian G. Whitener  
Municipal Building (City Hall)



### COVID-19 UPDATES

For a listing of Hickory operational changes and updates regarding the pandemic, please visit the COVID-19 Updates webpage: <https://www.hickorync.gov/coronavirus-covid-19-updates>

### EVENT CALENDAR

Event information is subject to change, given the COVID-19 pandemic. Please visit the sites listed below to confirm event details closer to the event date.

**HICKORY 150TH EVENTS:**  
[www.HKY150.com](http://www.HKY150.com)

**SAILS ORIGINAL MUSIC SERIES:**  
[www.facebook.com/SailsMusic](https://www.facebook.com/SailsMusic)

**HICKORY PUBLIC LIBRARY:**  
[www.hickorync.gov/calendar/events/category/library/](http://www.hickorync.gov/calendar/events/category/library/)

**PARKS, RECREATION & SPORTS TOURISM:**  
[www.hickorync.gov/calendar/events/category/recreation-sports-tourism](http://www.hickorync.gov/calendar/events/category/recreation-sports-tourism)

**CITY MEETINGS & EVENTS:**  
[www.hickorync.gov/calendar/events/category/city-meetings/](http://www.hickorync.gov/calendar/events/category/city-meetings/)

For more events,  
[www.HickoryEventsCalendar.com](http://www.HickoryEventsCalendar.com)

Follow us on social media:



## NEW BRIDGE OPEN AT GLENN HILTON PARK BOARDWALK

Looking for a great way to get outdoors and enjoy Hickory's natural beauty? Be sure to check out the Glenn Hilton Park Boardwalk, an elevated nature trail through natural wetlands along Horseford Creek that provides access to additional trails and park amenities.

The Horseford Creek Bridge, which leads to the Boardwalk, was originally installed nearly 30 years ago and was scheduled for replacement in July due to its age and condition. The existing timber bridge was replaced with a new steel structure measuring nearly 72 feet on Friday, July 10. Additional improvements to the Boardwalk were also completed.

The new Horseford Creek Bridge and the Boardwalk are open for park visitors. Glenn Hilton Park is located at 2000 6th Street NW.



### SIGN UP FOR WEATHER & EMERGENCY ALERTS



### ARE YOU SIGNED UP FOR EMERGENCY ALERTS?

The CodeRED Alert System is a community awareness system that is used for emergency or general notifications by the City of Hickory and Catawba County. The system sends alerts via phone, text, and email to notify residents of emergencies and public safety issues, including severe weather events, utility service interruptions, infrastructure failures, and other urgent situations. Stay informed of critical information by signing up to receive community alerts through the CodeRED system.

**How to sign up:** Go to [www.hickorync.gov](http://www.hickorync.gov), click on the "HOW DO I" navigation tab at the top, select "Request" for a drop down list, and click on "Sign up for CodeRED Emergency Alerts." This takes you to an easy online form where you can enter your information.

**How to opt out:** The CodeRED Alert System is a tool to inform the public of safety issues and emergencies. However, you may elect to be included on a "Do Not Call List." To do so, you must sign a waiver releasing the County and City from the responsibility of informing you about urgent or emergency situations. To obtain this form, please call the Catawba County Emergency Services office at (828) 465-8230.

## REDESIGNED WEBSITE - [WWW.HICKORYNC.GOV](http://WWW.HICKORYNC.GOV)

Have you visited the City's website lately? It recently received a redesign and refresh, and is still packed with all the information you may want and need about your local government. Check it out!

